



Heartland Kidney
Network

We're Here For You.

MY NETWORK: NETWORK PATIENT REPRESENTATIVE (NPR) PROGRAM

The Network Patient Representative (NPR) program uses patient volunteers to help spread information and give support to other kidney patients living in Iowa, Kansas, Missouri and Nebraska. The goal of the program is to help people with kidney disease and their families take control of their health by sharing their concerns and to give them information to make good choices about their care.



Who Are NPRs?

NPRs are people that are on dialysis or have had a kidney transplant. They volunteer at their dialysis clinic working with staff and patients to help improve the patient experience which includes sharing educational information. NPRs can also serve as peer mentors to fellow patients by sharing their experiences and providing support and encouragement. NPRs are role models in their clinic because of their positive attitude and their desire to learn about kidney disease and their treatment to improve their quality of life.

What are the responsibilities of an NPR?

It is up to the NPR to decide how much they want to do, but at a minimum the Network asks NPRs to do the following:

- Share educational materials from the Network and their clinic with other patients
 - NPRs may do this by posting on a bulletin board, handing out copies or including the information in a clinic newsletter
- Be available to give support to new and current patients
 - This can be done by phone, email or in-person
- Join the NPR Connection Calls to receive Network updates and to discuss ideas with other NPRs
- Tell patients with questions or concerns who they can talk to in the clinic or at the Network
 - If a patient has a medical question they would be told to talk with a nurse, nurse practitioner or doctor
 - NPRs do not give medical advice but may give information on who to talk to in their care team

For more information or to file a grievance please contact the Heartland Kidney Network at: Heartland Kidney Network • 920 Main Street • Suite 801 • Kansas City, MO 64105
Toll-Free Patient Line: (800) 444-9965 • net12@nw12.esrd.net • www.heartlandkidney.org

End-Stage Renal Disease (ESRD) #12 Network Coordinating Council, Inc. dba Heartland Kidney Network. This resource was created, developed, compiled, etc.) while under contract with Center for Medicare and Medicaid Services, Baltimore, Maryland.
Contract #HHS-500-2013-NW012C. The contents presented do not necessarily reflect CMS policy.

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Frequently Asked Questions:

- 1. How do I apply to become an NPR?** Talk to your clinic staff about your interest. Then you need to complete the NPR Interest Form and ask a staff member to fill out the Staff Nomination Form. Both forms should be sent together to the Network either by mail or fax.
- 2. How will I know if I am approved?** You will hear from the Network within 2 weeks and will receive an NPR Starter Kit folder sent to your mailing address.
- 3. What if my clinic already has an NPR, can we have more than one?** Yes, there can be more than one NPR at a clinic, but we advise only one per shift. NPRs at the same clinic can work together to plan activities.
- 4. What are current NPRs doing to serve at their dialysis clinic?** NPRs do all sorts of things at their clinic depending how much time they have. You can get creative but here are some examples:
 - Keeping up a patient bulletin board with announcements, education, and recipes
 - Working with the clinic social worker to welcome new patients
 - Organizing patient social gatherings and/or outings
 - Writing articles for the clinic's monthly newsletter
 - Talking with patients that are having a difficult time with dialysis
 - Helping staff plan fun activities at the clinic
 - Sharing ideas with the Network about patient projects and/or resources

Are you interested in joining a group of dedicated patients across the Network to help improve the patient experience at your dialysis clinic? **Become a Network Patient Representative (NPR) TODAY! Contact the Network at 800-444-9965.**

HELPING OTHERS CAN MAKE A HAPPIER YOU

Did you know that studies have found that people who volunteer are happier?

By giving back and helping others, you can also help yourself. One of the many benefits is that volunteering is good for your mind and body. It can:

- ↑ self-confidence
- ↑ self-esteem
- ↑ overall happiness with life
- ↓ risk of depression
- ↓ symptoms of chronic pain
- ↓ symptoms of heart disease

MY QUESTIONS

Ask your Care Team: How can I become an NPR for our clinic? Are there any other ways to volunteer in the clinic or community?

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